



Edmonton Transit Service



Edmonton

Administration Response: Returning Safely to Transit during COVID-19

March 23, 2021
Urban Planning Committee
Presented by Carrie Hotton-MacDonald, Branch Manager

ETS' Pandemic Response: Safety First

- Extensive COVID-19 safety protocols in place
- Over 30 different actions to protect transit riders & staff
- Alignment with provincial public transit guidelines & AHS direction
- Committed to innovation & leveraging local talent/partnerships
- On-going learning & adapting

Recommendation: implement service changes to enable distancing

Administration Response:

- Passenger data used to make service changes when necessary
- Use existing fleet to minimize overcrowding
- Lower ridership = more room for distancing on most routes
- Renting/leasing more buses is not operationally feasible

Recommendation: strengthen existing mask mandate on transit

Administration Response:

- Mandatory mask bylaw (August 1)
- Operators are to wear masks at all times & model behaviour
- “Wear a Mask” campaign
- Provided 1 million free masks to the public



Recommendation: ensure safety measures are implemented/followed

Administration Response:

- ETS has communicated:
 - COVID-19 safety measures
 - “Wear a Mask” messaging
 - AHS guidelines for transit
- Inspectors educate/monitor mask compliance
- Transit Peace Officers educate/enforce safety guidelines



Recommendation: Clarify Operator's role in asking riders to wear masks

Administration response:

- Robust communication of mask requirement
- Operators do not conduct enforcement activities



Recommendation: inform riders about cleaning procedures/timing

Administration Response:

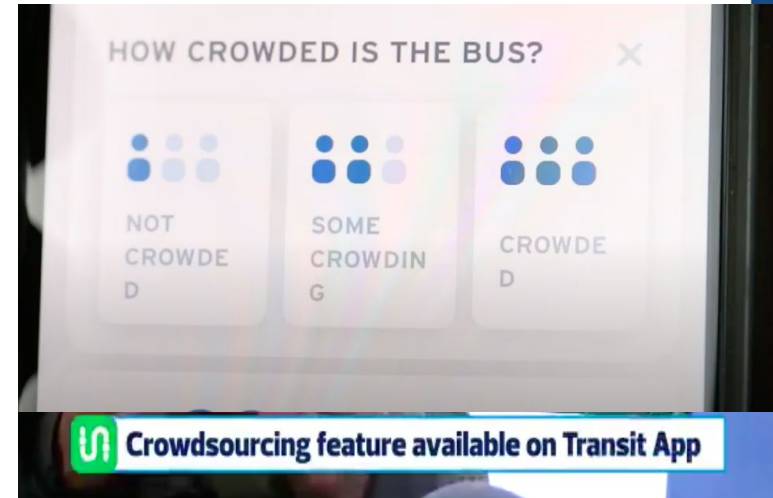
- Education & awareness campaigns
- Video outlining safe & healthy behaviours
- Vehicles sprayed & cleaned daily before going into service
- Additional germ-killing innovation



Recommendation: communicate which routes are busy in real-time

Administration Response:

- Partnering with 'Transit' App so riders can see if a bus or train is crowded
- Helps people plan their trip using buses that are less busy
- Riders are encouraged to submit bus load information into the app



Recommendation: use different communications to inform riders

Administration Response:

- Reviewed current ad inventory
- Full-scale safety awareness campaigns
- Examining underutilized ad space

Thank you

